



City of San Antonio

ADDENDUM II

SUBJECT: Request for Qualifications (RFQ) for On-Site Convenience Care and Wellness Clinic, (RFQ 017-096, RFx 6100009371), Scheduled to Open: **October 10, 2017**; Date of Issue: **August 22, 2017**

FROM: Denise D. Gallegos, C.P.M., CPPB
Procurement Administrator

DATE: September 21, 2017

THIS NOTICE SHALL SERVE AS ADDENDUM NO. II - TO THE ABOVE REFERENCED REQUEST FOR QUALIFICATIONS

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 007, PRE-SUBMITTAL CONFERENCE:

On Friday, September 1, 2017, the City of San Antonio and the Human Resources Department hosted a Pre-Submittal Conference to provide information and clarification for the On-Site Convenience Care and Wellness Clinic Request for Qualifications. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: In terms of eligibility, the RFQ states there are thirty eight departments and over eleven thousand employees but there are only sixty five hundred employees that are going to be eligible? Is this correct?

Response: The short answer is yes but we may have the ability to expand at a later date. Right now the facility will be offered to civilian employees only.

Question 2: Are spouses and dependent children eligible or is this only for the civilian employee?

Response: City employees at this time only.

Question 3: Do we have a floor plan of the space or an idea of the set up in terms of access?

Response: We do not have a floor plan at this time.

Question 4: Who is the City's Broker for Health Insurance?

Response: The City of San Antonio does not have a Broker. We have a Third Party Administrator who is Blue Cross Blue Shield of Texas.

Question 5: In terms of the services that are expected, around the preventative medicine aspects of the scope, does the City offer incentives today or will incentives be tied to the utilization of the Health Center?

Response: We have an activity based program operated through Virgin Pulse.

Question 6: Does the City currently provide an activity Center?

Response: The City does not currently operate an activity center.

Question 7: Will the activity based program continue to run concurrent with the on-site clinic?

Response: It potentially could run concurrently or whatever you would offer in replacement.

Question 8: Are you doing any avocation/navigation to particular specialist or health care providers to help navigate through point of care?

Response: We do not currently direct employees to specific specialist or health care providers.

Question 9: Will the benefit value advisor be offered through their insurance plan?

Response: Yes, the benefit value advisor service will be offered through the insurance plan.

Question 10: You mentioned rewards around the Value Advisor, what kind of rewards will be offered?

Response: Cash rewards.

Question 11: Are the Union employees also eligible?

Response: Not at this time.

Question 12: Where will the space be located at?

Response: The space location is provided in the RFQ document and will be the current downtown Frost Building (100 W. Houston St).

Question 13: Would there be any interest for another additional location that you could use?

Response: At this time we are only looking at a facility in 100 W. Houston St. In your proposal you can outline your reason why an additional facility would benefit the City of San Antonio. The RFQ does not have any restrictions so any options can be submitted.

**QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 010, RESTRICTIONS ON
COMMUNICATION:**

Question 14: Could you confirm the number of eligible employees who will have access to the clinic? Will dependents also be eligible?

Response: Per RFQ Section 004 – SCOPE OF SERVICE, there are 6,500 current benefits eligible Civilian employees regardless of their location. The clinic will be open to Civilian employees only at this time.

Question 15: Could you also provide a geo-map or census with residential zip codes to help us better understand member geographical distribution? For example, we understand that the City employs approximately 6,500 employees, but the number of employees at the required clinic location is only 1,400. How is the count of 1,400 determined: Are these employees within a certain radius of the clinic location?

Response: There are 6,500 eligible civilian employees. The employees who work close to the clinic location are approximately 1,400 who are likely to use the clinic.

Question 16: Given the request for a savings estimate, could you provide aggregated medical and pharmacy spend for the past 12 to 24 months via plan performance reports? If possible, utilization data (for inpatient, outpatient, specialty, ER visits, etc.) would also be valuable information to run the most accurate savings analysis.

Response: The RFQ seeks responses from qualified Respondents with experience in administering and managing an Employee Health and On-site Convenience Care and Wellness Clinic. A detailed cost proposal is not required with your firm's initial proposal.

Question 17: We understand preference will be given to local businesses, as indicated in evaluation points. Are there opportunities to earn points in other ways, perhaps a Lunch & Learn or in-person meeting?

Response: Please refer to RFQ Section 012 – EVALUATION CRITERIA for the only evaluation points to be considered for this RFQ.

Question 18: Is there an estimated or preferred launch date for the clinic?

Response: The launch date has not been determined. Much of this will depend on the procurement process and the build out time of the clinic by the winning bidder.

Question 19: Please clarify whether COSA expects the vendor to incorporate construction and build-out costs (including medical equipment) into our cost proposal, or if this will be covered by COSA separately. Additionally, if the vendor is expected to manage build out, does COSA have preferred vendors with whom we ought to consider working with?

Response: The RFQ seeks responses from qualified Respondents with experience in administering and managing an Employee Health and On-site Convenience Care and Wellness Clinic. All costs associated with construction and build out will be addressed later in the solicitation process. A detailed cost proposal is not required with your firm's initial proposal.

Question 20: What other health and wellness contractors do you work with (ex. EAP, disease management, wellness platforms, BCBS programs)?

Response: The City currently uses Deer Oaks EAP, BCBS disease management, 24/7 Nurseline, two onsite Blue Cross Blue Shield wellness coaches, and the City wellness department.

Question 21: Are there any restrictions on communications with employees?

Response: Please refer to RFQ Section 011 – RESTRICTIONS ON COMMUNICATIONS.

Question 22: Does the City of San Antonio expect to receive a detailed cost proposal with our RFQ submission, or will pricing be requested in a subsequent RFP?

Response: Please see response to Question 16.

Question 23: How did the City determine the figure of 1,400 people most apt to use the clinic? Was this based on a feasibility study with an outside agency or certain specific criteria? If so, can we be provided with results of how the 1,400 employee figure was determined?

Response: The number was based on the approximate number of employees to be housed in the Frost Building.

Question 24: What is the City of San Antonio's target date to have the clinic open?

Response: Please see response to Question 18.

Question 25: Is the City currently utilizing any programs through Blue Cross Blue Shield of Texas, such as 24/7 Nurse Line, Wellness/Disease Programs, etc.?

Response: The City currently uses BCBS disease management, 24/7 Nurseline, and two onsite Blue Cross Blue Shield wellness coaches.

Question 26: Does the City's desired scope of services for the clinic include Health Assessments with Biometric Screenings? If so, does the City have a vendor that currently does this for them?

Response: The option for Health Assessments with Biometric Screenings can be part of your Proposed Plan. The City does not currently have a vendor to provide these services.

Question 27: Is dental care and vision care a mandatory service expected through the clinic, or are referrals to outside providers for these services sufficient?

Response: Please refer to RFQ section 004- SCOPE OF SERVICES. Dental and Vision are not part of this solicitation.

Question 28: Please describe City of San Antonio's current comprehensive employee wellness program

Response: The City currently uses Deer Oaks EAP, BCBS disease management, 24/7 Nurseline, two onsite Blue Cross Blue Shield wellness coaches, and the City wellness department.

Question 29: The "Executive Summary" referenced on p.7 and p.52 does not appear to be included as part of the proposed RFQ plan. Is it the intent that this document (5 page limit) be included separate from the RFQ "plan," but part of the submission packet included immediately after the table of contents (per the checklist)? If not, please elaborate/explain.

Response: The "Executive Summary" is not a form; rather, the Respondent must provide an Executive Summary, as part of their proposal submission in accordance with the RFP.

Question 30: What is the current City of San Antonio employee population distribution (zip code concentration/density within San Antonio)? Are you willing to provide a population zip code census?

Response: Please refer to RFQ section 004 – SCOPE OF SERVICE for the intended population service size.

Question 31: Is there any restriction to access or utilization of this clinic based on enrollment in the City of San Antonio's medical benefits program?

Response: This has yet to be determined. This will be discussed with the successful respondent.

Question 32: Is clinic staffing and/or likely clinic access to be based on the 1,400 or the 6,500 population? (reference pg. 3)

Response: The respondent should staff knowing the eligible population is all Civilian employees of 6,500 with the knowledge of approximately 1,400 are in close proximity of the Frost Bank building.

Question 33: Would the City of San Antonio be open to additional extensions to the contract? (Reference pg. 6)

Response: Please refer to RFQ Section 006 – TERM OF CONTRACT. The term available for this agreement is five (5) years upon award with one (1) additional five (5) year option.

Question 34: We would like clarification around the legal standard of care and performance compliance audits. (Reference pg. 24) Would this be a professional or company provided standard or do you refer to something on which the City of San Antonio has specifics? If other, please elaborate/explain.

Response: Reasonable Standard of care and diligence means such care normally practiced by a recognized medical professional in performing medical services.

Question 35: Please provide clarification on the definition of "records." (Reference pg. 31 section 21.5)

Response: Documents created in the course and scope of providing the professional service that would need to be transferred to the City at termination or as outlined in the Scope of Service. See page 5 of 52 Ownership and Licenses in the city's Request of Proposal.

Question 36: What is your anticipated Contract award date?

Response: Please see response to Question 18.

Question 37: What is your anticipated go-live date?

Response: Please see response to Question 18.

Question 38: Will spouses and/or dependents be eligible to use the health center?

Response: Please see response for Question 2.

Question 39: Can you provide a CAD drawing of the Frost Bank Building?

Response: Please see response to Question 3.

Question 40: Please confirm the proposal submission requirements? Online, hard copy, or both?

Response: Please refer to the RFQ Section 010 – SUBMISSION OF PROPOSAL, Proposals may be submitted electronically through the portal or in hard copy format.

Question 41: Is there parking available for employees from other locations and dependents at the downtown location?

Response: Parking is available in the downtown area. As stated in the RFQ, only Civilian Employees will have access to the Clinic.

Question 42: Are there any security restrictions in the building that would prevent access?

Response: The building will have security restrictions.

Question 43: Can you provide the number of employees on each of the health plans – CDHP self only, PPO, HSA/CDHP?

Response: Please refer to RFQ Section 004 – SCOPE OF SERVICE for requirements for this solicitation.

Question 44: Are there currently any Wellness programs in place? If so, can you provide the types of services?

Response: Please see response to Question 28.

Question 45: Who provides these wellness services, and what is the length of your relationship with them?

Answer: Please see response to Question 28. The length of our relationship is between two and eight years.

Question 46: Is the current wellness program incentivized?

Response: Active participants within Virgin Pulse are incentivized.

Question 47: What is the average hourly wage for the City of San Antonio employees at the downtown site?

Response: Not applicable to this RFQ.

Question 48: Is it possible to obtain a floor plan of the City's identified space (Frost Bank Building)?

Response: Please refer to response for Question 3.

Question 49: Does the City currently offer a wellness program or incentive?

Response: Please refer to response to Question 5.

Question 50: Can we obtain an employee census with home zip codes?

Response: Please refer to RFQ Section 004 – SCOPE OF SERVICE for requirements for this solicitation.

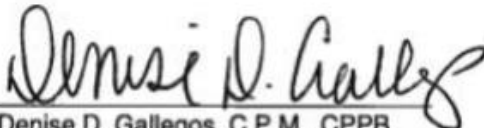
Question 51: Can you send the following so that we can create a potential savings analysis?

Medical spend (current and last fiscal year)

Rx spend (current and last fiscal year)

Average employee hourly wage.

Response: Please see response to Question 16.



Denise D. Gallegos, C.P.M., CPPB
Procurement Administrator
Finance Department – Purchasing Division

Date _____

Company Name _____

Address _____

City/State/Zip Code _____

Signature